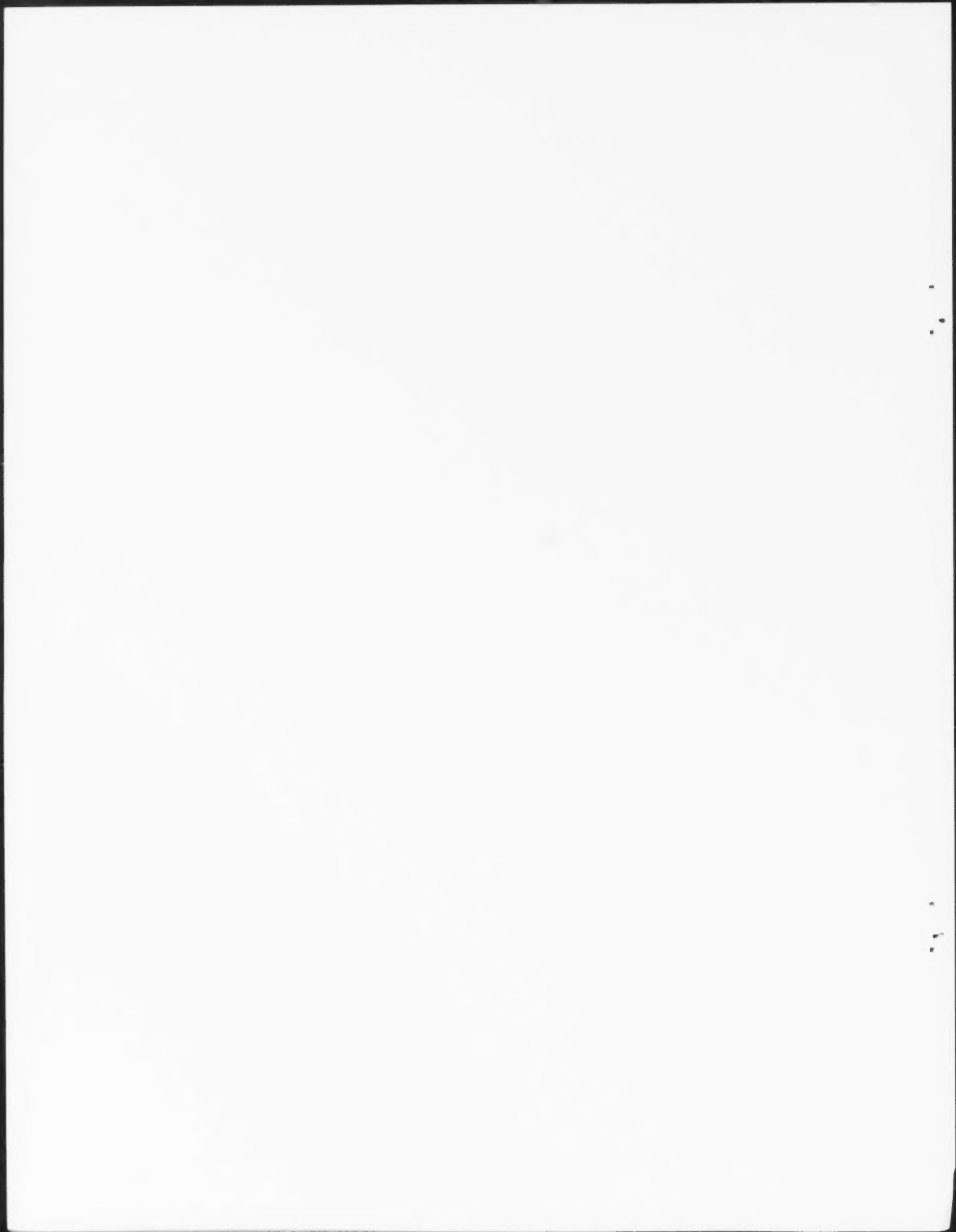


# 2010 Access and Privacy Statistics



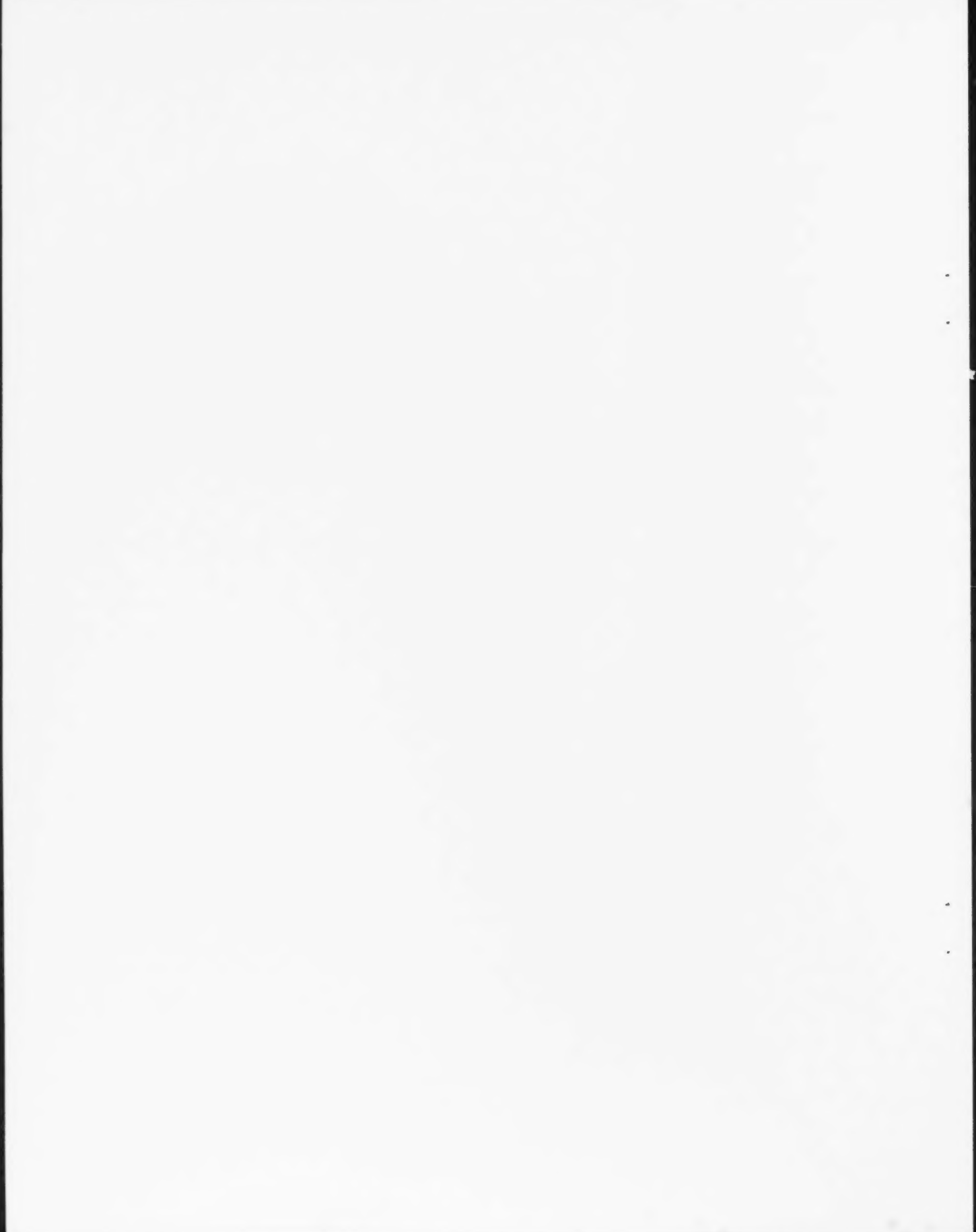
INFORMATION & PRIVACY COMMISSIONER OF ONTARIO  
2010 ANNUAL REPORT





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# Requests by the Public

There were 38,903 freedom of information (FOI) requests filed across Ontario in 2010, breaking the previous record of 38,584, which was set in 2007.

## FOI Requests Received in 2010, by Jurisdiction and Records Type

	Personal Information	General Records	Total
Municipal	11,515	12,227	23,742
Provincial	4,319	10,842	15,161
<b>Total</b>	<b>15,834</b>	<b>23,069</b>	<b>38,903</b>

## FOI Requests Completed in 2010, by Jurisdiction and Records Type

	Personal Information	General Records	Total
Municipal	11,145	12,087	23,232
Provincial	4,316	10,528	14,844
<b>Total</b>	<b>15,461</b>	<b>22,615</b>	<b>38,076</b>

## Total FOI Requests Completed by Source and Jurisdiction

	Municipal	Provincial	Total
Individual/Public	16,283	3,703	19,986
Business	5,561	9,688	15,249
Government (All Levels)	375	547	922
Association/Group	372	338	710
Other	409	184	593
Media	174	229	403
Academic/Researcher	35	115	150
Unknown	22	41	63
<b>Total</b>	<b>23,231</b>	<b>14,845</b>	<b>38,076</b>

## Outcome of Requests by Jurisdiction\*

	Provincial	Municipal	Total
All information disclosed	7,186	3,713	10,899
Disclosed in part	12,154	4,939	17,093
Nothing disclosed	3,154	4,747	7,901
Request withdrawn or abandoned	899	1,467	2,366
<b>Total</b>	<b>23,393</b>	<b>14,866</b>	<b>38,259</b>

\* Totals do not balance back to total requests completed because the counts in this table also include requests where no decision was issued due to the request being outside the institution's jurisdiction.

## Requests by the Public

### Average Cost of Provincial Requests

	2006	2007	2008	2009	2010
Personal Information	\$11.55	\$10.54	\$11.26	\$ 9.47	<b>\$12.88</b>
General Records	\$51.11	\$50.54	\$42.74	\$39.66	<b>\$39.98</b>

### Average Cost of Municipal Requests

	2006	2007	2008	2009	2010
Personal Information	\$ 8.64	\$ 9.67	\$ 8.82	\$ 8.11	<b>\$8.01</b>
General Records	\$21.04	\$23.49	\$23.54	\$26.55	<b>\$25.68</b>

# Response Rate Compliance – Provincial

## Overall Provincial Compliance

30-day: 84.7%  
 Extended: 90.1%  
 Over 90 days: 3.2%

## Top 10 Provincial Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of the Environment	5,531	5,364	4,503	83.9	85.4	158	2.9
Ministry of Community Safety & Correctional Services	4,271	4,231	3,760	88.9	95.4	136	3.2
Ministry of Community & Social Services	785	861	655	76.1	76.5	28	3.3
Ministry of Labour	742	723	663	91.7	100.0	1	0.1
Ministry of the Attorney General	433	388	352	90.7	95.6	1	0.3
Archives of Ontario	374	362	327	90.3	99.4	3	0.8
LCBO	345	347	334	96.3	96.5	0	0.0
Ministry of Transportation	356	334	302	90.4	93.1	6	1.8
Landlord and Tenant Board	269	236	232	98.3	98.3	0	0.0
MOHLTC	218	217	92	42.4	65.9	63	29.0

## Provincial Ministries and Agencies

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Ministry of the Environment	5,531	5,364	4,503	83.9	85.4	158	2.9
Ministry of Community Safety & Correctional Services	4,271	4,231	3,760	88.9	95.4	136	3.2
Ministry of Community & Social Services	785	861	655	76.1	76.5	28	3.3
Ministry of Labour	742	723	663	91.7	100.0	1	0.1
Ministry of the Attorney General	433	388	352	90.7	95.6	1	0.3
Archives of Ontario	374	362	327	90.3	99.4	3	0.8
LCBO	345	347	334	96.3	96.5	0	0.0
Ministry of Transportation	356	334	302	90.4	93.1	6	1.8
Landlord and Tenant Board	269	236	232	98.3	98.3	0	0.0
MOHLTC	218	217	92	42.4	65.9	63	29.0
Ontario Lottery and Gaming Corporation	185	179	160	89.4	99.4	3	1.7
Ministry of Natural Resources	173	134	88	65.7	86.6	7	5.2

# Response Rate Compliance – Provincial

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Human Rights Tribunal of Ontario	119	119	110	92.4	100.0	3	2.5
Ministry of Finance	85	115	68	59.1	78.3	24	20.9
Ministry of Small Business and Consumer Services	105	109	98	89.9	99.1	0	0.0
Ministry of Training, Colleges and Universities	68	72	48	66.7	84.7	6	8.3
Municipal Affairs and Housing	77	68	63	92.6	97.1	0	0.0
Cabinet Office	72	65	61	93.8	100.0	0	0.0
Ministry of Revenue	60	64	52	81.3	96.9	1	1.6
Ministry of Energy and Infrastructure	85	62	39	62.9	77.4	0	0.0
Ministry of Children & Youth Services	50	56	46	82.1	83.9	1	1.8
Ministry of Government Services	65	55	45	81.8	98.2	0	0.0
Workplace Safety and Insurance Board	42	42	42	100.0	100.0	0	0.0
Ministry of Education	38	41	29	70.7	92.7	1	2.4
Ministry of Tourism	22	29	19	65.5	86.2	2	6.9
Ontario Power Generation Inc.	30	26	15	57.7	100.0	1	3.8
Ministry of Northern Development and Mines	24	24	19	79.2	100.0	0	0.0
Ontario Power Authority	25	21	5	23.8	52.4	10	47.6
Ministry of Health Promotion and Sport	21	19	9	47.4	100.0	0	0.0
Ministry of Aboriginal Affairs	23	18	11	61.1	72.2	1	5.6
Ministry of Economic Development and Trade	19	17	16	94.1	100.0	0	0.0
Hydro One Inc.	17	17	13	76.5	100.0	0	0.0
Ontario Infrastructure Projects Corporation	11	15	5	33.3	40.0	3	20.0
Metrolinx	18	14	7	50.0	50.0	0	0.0
Ontario Realty Corporation	16	14	9	64.3	100.0	0	0.0
The Niagara Parks Commission	13	13	10	76.9	100.0	0	0.0
Ministry of Citizenship and Immigration	10	13	13	100.0	100.0	0	0.0
Legal Aid Ontario	11	11	10	90.9	100.0	0	0.0
Erie St. Clair LHIN	9	9	2	22.2	100.0	0	0.0
Champlain Local Health Integration Network	6	6	4	66.7	66.7	0	0.0
Agricorp	6	5	3	60.0	60.0	0	0.0
Waterloo Wellington Local Health Integration Network	6	5	0	0.0	60.0	2	40.0
Ministry of Research and Innovation	6	5	5	100.0	100.0	0	0.0
Central West Local Health Integration Network	2	5	2	40.0	100.0	3	60.0
Ontario Energy Board	5	4	0	0.0	50.0	0	0.0
Ontario Labour Relations Board	5	4	3	75.0	100.0	0	0.0
Mississauga Halton Local Health Integrated Network	4	4	2	50.0	75.0	0	0.0
Education Quality and Accountability Office	4	3	2	66.7	100.0	0	0.0
Cancer Care Ontario	12	2	1	50.0	50.0	0	0.0



# Response Rate Compliance – Provincial

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Niagara Encarpment Commission	2	2	1	50.0	50.0	1	50.0
North East Local Health Integration Network	2	1	1	100.0	100.0	0	0.0
Ontario Clean Water Agency	1	1	1	100.0	100.0	0	0.0
North Simcoe Muskoka Local Health Integration Network	1	1	1	100.0	100.0	0	0.0
Office of Francophone Affairs	1	1	1	100.0	100.0	0	0.0
Northern Ontario School of Medicine	1	1	1	100.0	100.0	0	0.0
Human Rights Legal Support Centre	1	1	0	0.0	0.0	0	0.0
Ministry of Intergovernmental Affairs	0	1	1	0.0	0.0	0	0.0
eHealth Ontario	2	0	1	0.0	0.0	0	0.0
Sudbury & District Health Unit	0	0	0	0.0	0.0	0	0.0
<b>Total</b>	<b>14,884</b>	<b>14,556</b>	<b>12,362</b>	<b>84.9</b>	<b>90.1</b>	<b>465</b>	<b>3.2</b>

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## Ontario Universities and Colleges

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
University of Ottawa	59	70	36	51.4	90.0	7	10.0
University of Toronto	32	36	34	94.4	100.0	0	0.0
Carleton University	26	28	20	71.4	60.7	1	3.6
York University	30	26	21	80.8	92.3	0	0.0
University of Western Ontario	19	24	19	79.2	100.0	0	0.0
Ryerson University	14	15	15	100.0	100.0	0	0.0
University of Guelph	12	13	9	69.2	100.0	1	7.7
Brock University	12	9	5	55.6	88.9	0	0.0
Queen's University	9	8	7	87.5	87.5	1	12.5
La Cité collégiale	8	8	3	37.5	75.0	1	12.5
McMaster University	7	6	5	83.3	100.0	0	0.0
The Fanshawe College of Applied Arts & Technology	6	6	6	100.0	100.0	0	0.0
Trent University	7	5	5	100.0	100.0	0	0.0
Wilfrid Laurier University	5	5	3	60.0	100.0	1	20.0
Northern College	5	5	5	100.0	100.0	0	0.0
Laurentian University	5	4	1	25.0	100.0	0	0.0
University of Windsor	4	4	4	100.0	100.0	0	0.0

## Response Rate Compliance – Provincial

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
University of Waterloo	4	3	2	66.7	100.0	0	0.0
Algonquin College	2	2	2	100.0	100.0	0	0.0
OCAD University	2	2	2	100.0	100.0	0	0.0
Lakehead University	2	2	1	50.0	50.0	1	50.0
Mohawk College	2	2	2	100.0	100.0	0	0.0
The Lambton College of Applied Arts & Technology	1	1	1	100.0	100.0	0	0.0
Confederation College	1	1	1	100.0	100.0	0	0.0
St. Lawrence College of Applied Arts & Technology	1	1	1	100.0	100.0	0	0.0
Nipissing University	1	1	1	100.0	100.0	0	0.0
Loyalist College of Applied Arts & Technology	1	1	1	0.0	0.0	0	0.0
Sir Sandford Fleming College	0	0	0	0.0	0.0	0	0.0
<b>Total</b>	<b>277</b>	<b>288</b>	<b>212</b>	<b>73.6</b>	<b>91.3</b>	<b>13</b>	<b>4.5</b>

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

# Response Rate Compliance – Municipal

## Overall Municipal Compliance

30-day: 85.4%

Extended: 88.4%

Over 90 days: 2.1%

## Top 30 Municipal Institutions

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	4430	4324	3,353	77.5	81.3	266	6.2
City of Toronto	2149	2065	1,720	83.3	84.9	67	3.2
Peel Regional Police	1643	1640	1640	100.0	100.0	0	0.0
Niagara Regional Police Service	1381	1381	955	69.2	69.4	0	0.0
Durham Regional Police Service	1216	1183	892	75.4	77.9	69	5.8
Halton Regional Police Service	1107	1070	955	89.3	96.8	2	0.2
City of Brampton	953	953	953	100.0	100.0	0	0.0
Town of Oakville	730	728	725	99.6	100.0	0	0.0
City of Mississauga	669	677	671	99.1	99.6	0	0.0
City of Kitchener	587	586	584	99.7	100.0	0	0.0
City of Ottawa	608	583	474	81.3	85.4	8	1.4
Ottawa Police Service	528	541	410	75.8	98.3	1	0.2
York Regional Police	429	392	291	74.2	75.5	0	0.0
Barrie Police Service	385	386	383	99.2	99.2	0	0.0
Sarnia Police Service	340	341	284	83.3	99.7	0	0.0
Town of Richmond Hill	337	336	332	98.8	98.8	0	0.0
Waterloo Regional Police Service	485	329	220	66.9	67.8	1	0.3
Brantford Police Service	363	324	237	73.1	71.9	15	4.6
Guelph Police Service	285	260	206	79.2	79.2	4	1.5
City of Greater Sudbury	260	238	168	70.6	82.4	0	0.0
Town of Aurora	210	211	207	98.1	100.0	0	0.0
City of Burlington	210	210	210	100.0	100.0	0	0.0
City of Cambridge	203	203	202	99.5	99.5	0	0.0
Region of Peel	184	187	178	95.2	95.2	1	0.5
Thunder Bay Police Service	152	153	150	98.0	100.0	0	0.0
Peterborough Lakefield Community Police Service	139	143	120	83.9	100.0	0	0.0
City of Hamilton	148	142	115	81.0	81.0	1	0.7

## Response Rate Compliance – Municipal

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance	Over 90 Days	
			No.	%	%	No.	%
City of Vaughan	126	138	138	100.0	100.0	0	0.0
York Region	123	115	104	90.4	95.7	0	0.0
St. Thomas Police Service	114	114	86	75.4	75.4	0	0.0

## School Boards

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
District School Board of Niagara	85	85	85	100.0	100.0	0	0.0
Algonquin and Lakeshore Catholic District School Board	22	22	13	59.1	100.0	9	40.9
Dufferin-Peel Catholic District School Board	17	19	11	57.9	100.0	2	10.5
Thames Valley District School Board	18	16	10	62.5	62.5	0	0.0
Ottawa-Carleton District School Board	16	13	8	61.5	100.0	0	0.0
Simcoe County District School Board	13	13	12	92.3	92.3	0	0.0
Conseil des écoles publiques de l'Est de l'Ontario	10	10	10	100.0	100.0	0	0.0
Conseil Scolaire de district du Centre-Sud-Ouest	8	8	5	62.5	62.5	0	0.0
Hamilton-Wentworth Catholic District School Board	7	7	7	100.0	100.0	0	0.0
Renfrew County District School Board	8	6	3	50.0	100.0	0	0.0
Peel District School Board	6	6	6	100.0	100.0	0	0.0
Rainy River District School Board	5	5	5	100.0	100.0	0	0.0
Waterloo Region District School Board	6	3	2	66.7	66.7	0	0.0
Near North District School Board	3	3	3	100.0	100.0	0	0.0
Upper Grand District School Board	3	3	3	100.0	100.0	0	0.0
Upper Canada District School Board	2	2	2	100.0	100.0	0	0.0
Hastings and Prince Edward District School Board	2	2	2	100.0	100.0	0	0.0
Trillium Lakelands District School Board	2	2	2	100.0	100.0	0	0.0
Halton District School Board	2	2	2	100.0	100.0	0	0.0
Conseil des écoles catholiques du Centre-Est	2	2	1	50.0	100.0	0	0.0
Windsor-Essex Catholic District School Board	2	1	1	100.0	100.0	0	0.0
The Durham District School Board	1	1	1	100.0	100.0	0	0.0
Peterborough Victoria Northumberland & Clarington Catholic District School Board	1	1	1	100.0	100.0	0	0.0
Huron-Superior Catholic District School Board	1	1	1	100.0	100.0	0	0.0
<b>Total</b>	<b>242</b>	<b>233</b>	<b>196</b>	<b>84.1</b>	<b>95.3</b>	<b>11</b>	<b>4.7</b>

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

# Response Rate Compliance – Municipal

## Health Units

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Brant County Health Unit	41	41	41	100.0	100.0	0	0.0
North Bay Parry Sound District Health Unit	21	18	17	94.4	100.0	0	0.0
Haliburton, Kawartha, Pine Ridge District Health Unit	7	7	3	42.9	57.1	0	0.0
Sudbury & District Health Unit	6	6	6	100.0	100.0	0	0.0
Wellington Dufferin Guelph Public Health	3	3	3	100.0	100.0	0	0.0
Grey Bruce Health Unit	2	2	2	100.0	100.0	0	0.0
Peterborough County-City Health Unit	2	2	2	100.0	100.0	0	0.0
Kingston, Frontenac, Lennox & Addington Public Health	0	2	2	100.0	100.0	0	0.0
Eastern Ontario Health Unit	1	1	1	100.0	100.0	0	0.0
Perth District Health Unit	0	0	0	0.0	0.0	0	0.0
<b>Total</b>	<b>83</b>	<b>82</b>	<b>77</b>	<b>93.9</b>	<b>96.3</b>	<b>0</b>	<b>0.0</b>

\* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## Police Services

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Toronto Police Service	4,430	4,324	3,353	77.5	81.3	266	6.2
Peel Regional Police	1,643	1,640	1,640	100.0	100.0	0	0.0
Niagara Regional Police Service	1,381	1,381	955	69.2	69.4	0	0.0
Durham Regional Police Service	1,216	1,183	892	75.4	77.9	69	5.8
Halton Regional Police Service	1,107	1,070	955	89.3	96.8	2	0.2
Ottawa Police Service	528	541	410	75.8	98.3	1	0.2
York Regional Police	429	392	291	74.2	75.5	0	0.0
Barrie Police Service	385	386	383	99.2	99.2	0	0.0
Sarnia Police Service	340	341	284	83.3	99.7	0	0.0
Waterloo Regional Police Service	485	329	220	66.9	67.8	1	0.3
Brantford Police Service	363	324	237	73.1	71.9	15	4.6
Guelph Police Service	285	260	206	79.2	79.2	4	1.5

# Response Rate Compliance – Municipal

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Thunder Bay Police Service	152	153	150	98.0	100.0	0	0.0
Peterborough Lakefield Community Police Service	139	143	120	83.9	100.0	0	0.0
St. Thomas Police Service	114	114	86	75.4	75.4	0	0.0
Sault Ste. Marie Police Service	103	101	69	68.3	69.3	1	1.0
Woodstock Police Service	99	98	93	94.9	94.9	0	0.0
City of Kawartha Lakes Police Service	80	80	80	100.0	100.0	0	0.0
Strathford Police Service	59	54	8	14.8	14.8	15	27.8
Greater Sudbury Police Service	46	46	45	97.8	95.7	0	0.0
Port Hope Police Service	39	39	29	74.4	61.5	2	5.1
LaSalle Police Service	35	35	35	100.0	100.0	0	0.0
Amherstburg Police Service	30	30	30	100.0	100.0	0	0.0
Perth Police Service	21	21	21	100.0	100.0	0	0.0
Smith Falls Police Service	16	16	11	68.8	100.0	0	0.0
West Grey Police Service	14	14	14	100.0	100.0	0	0.0
Shelburne Police Service	14	14	14	100.0	100.0	0	0.0
Saugeen Shores Police Service	14	14	12	85.7	100.0	0	0.0
Hanover Police Service	14	14	10	71.4	71.4	0	0.0
Wingham Police Service	13	13	13	100.0	100.0	0	0.0
North Bay Police Service	7	7	6	85.7	85.7	0	0.0
<b>Total</b>	<b>13,601</b>	<b>13,177</b>	<b>10,672</b>	<b>81.0</b>	<b>84.7</b>	<b>376</b>	<b>2.9</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## Municipalities

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Toronto	2,149	2,065	1,720	83.3	84.9	67	3.2
City of Brampton	953	953	953	100.0	100.0	0	0.0
Town of Oakville	730	728	725	99.6	100.0	0	0.0
City of Mississauga	669	677	671	99.1	99.6	0	0.0
City of Kitchener	587	586	584	99.7	100.0	0	0.0
City of Ottawa	608	583	474	81.3	85.4	8	1.4
Town of Richmond Hill	337	336	332	98.8	98.8	0	0.0
City of Greater Sudbury	260	238	168	70.6	82.4	0	0.0
Town of Aurora	210	211	207	98.1	100.0	0	0.0
City of Burlington	210	210	210	100.0	100.0	0	0.0

# Response Rate Compliance – Municipal

## Municipalities (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
City of Cambridge	203	203	202	99.5	99.5	0	0.0
Region of Peel	184	187	178	95.2	95.2	1	0.5
City of Hamilton	148	142	115	81.0	81.0	1	0.7
City of Vaughan	126	138	138	100.0	100.0	0	0.0
York Region	123	115	104	90.4	95.7	0	0.0
City of Thunder Bay	99	99	96	97.0	98.0	0	0.0
City of Oshawa	90	93	91	97.8	100.0	0	0.0
Corporation City of London	93	86	79	91.9	96.5	1	1.2
The Regional Municipality of Niagara	88	78	76	97.4	97.4	2	2.6
City of Windsor	76	77	59	76.6	81.8	0	0.0
Town of Halton Hills	79	76	74	97.4	100.0	0	0.0
City of Peterborough	63	67	57	85.1	100.0	0	0.0
City of St. Catharines	0	63	61	96.8	96.8	0	0.0
The Corporation of The City of Niagara Falls	57	57	34	59.6	59.6	1	1.8
Town of Georgina	53	51	51	100.0	100.0	0	0.0
Town of Markham	55	49	28	57.1	67.3	0	0.0
City of Kawartha Lakes	51	49	46	93.9	93.9	0	0.0
City of Brantford	47	49	43	87.8	87.8	0	0.0
City of Sault Ste. Marie	46	46	38	82.6	82.6	0	0.0
City of Barrie	46	44	42	95.5	97.7	0	0.0
The City of Guelph, ON	40	40	38	95.0	100.0	0	0.0
City of Waterloo	39	39	37	94.9	94.9	0	0.0
Town of Innisfil	39	37	37	100.0	100.0	0	0.0
City of North Bay	37	37	37	100.0	100.0	0	0.0
Town of Gravenhurst	36	35	33	94.3	91.4	0	0.0
Regional Municipality of Durham	37	34	32	94.1	94.1	0	0.0
Town of Newmarket	33	33	31	93.9	100.0	0	0.0
Town of Caledon	33	33	31	93.9	93.9	0	0.0
The Regional Municipality of Halton	35	30	25	83.3	100.0	0	0.0
Township of Dorion	0	30	30	100.0	100.0	0	0.0
City of Kingston	28	28	22	78.6	92.9	0	0.0
Municipality of Clarington	26	27	25	92.6	92.6	0	0.0
Municipal Property Assessment Corporation	29	26	13	50.0	50.0	3	11.5
Municipality of Chatham-Kent	24	24	16	66.7	66.7	4	16.7
Town of New Tecumseth	23	23	21	91.3	100.0	0	0.0



# Response Rate Compliance – Municipal

## Municipalities (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
The Corporation of Haldimand County	29	22	18	81.8	86.4	0	0.0
Corporation of the Township of Georgian Bay	22	22	21	95.5	100.0	0	0.0
Corporation of the Town of Ajax	20	20	19	95.0	95.0	0	0.0
Town of Whitby	18	18	8	44.4	66.7	2	11.1
Corporation of the Municipality of French River	16	16	16	100.0	100.0	0	0.0
Corporation of the County Grey	15	15	14	93.3	100.0	0	0.0
Township of Scugog	15	15	11	73.3	86.7	0	0.0
The Corporation of the City of Cornwall	0	15	14	93.3	100.0	0	0.0
Town of Collingwood	15	14	12	85.7	92.9	0	0.0
Township of Springwater	14	14	11	78.6	92.9	1	7.1
County of Simcoe	16	13	13	0.0	100.0	0	0.0
The Corporation of the City of Brockville	14	13	9	69.2	76.9	0	0.0
Town of Bradford West Gwillimbury	13	13	13	100.0	100.0	0	0.0
Township of Minden Hills	13	13	13	100.0	100.0	0	0.0
City of Pickering	13	13	13	100.0	100.0	1	7.7
City of Stratford	13	13	10	76.9	100.0	0	0.0
Corporation of the County of Brant	0	13	13	100.0	100.0	0	0.0
Town of Lincoln	18	12	11	91.7	100.0	0	0.0
Town of Fort Erie	14	12	9	75.0	75.0	0	0.0
Town of Penetanguishene	12	12	10	83.3	100.0	0	0.0
City of Belleville	13	11	7	63.6	100.0	0	0.0
The District Municipality of Muskoka	11	11	11	100.0	100.0	0	0.0
The Corporation of the County of Wellington	11	11	10	90.9	100.0	0	0.0
Town of LaSalle	11	10	8	80.0	80.0	0	0.0
Township of King	10	10	10	100.0	100.0	0	0.0
Township of Ramara	10	10	10	100.0	100.0	0	0.0
Corporation of the Town of Hawkesbury	9	9	9	100.0	100.0	0	0.0
Corporation of the County of Lambton	9	9	8	88.9	88.9	0	0.0
Town of Niagara-on-the-Lake	9	8	7	87.5	100.0	0	0.0
Municipality of Whitestone	8	8	8	100.0	100.0	0	0.0
Town of Amherstburg	8	8	6	75.0	100.0	0	0.0
Township of Adjala-Tosorontio	7	7	7	100.0	100.0	0	0.0



# Response Rate Compliance – Municipal

## Municipalities (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
County of Oxford	7	7	7	100.0	100.0	0	0.0
Corporation of the Municipality of Meaford	6	7	6	85.7	100.0	1	14.3
Municipality of North Perth	8	6	6	100.0	100.0	0	0.0
Township of South Stormont	7	6	6	100.0	100.0	0	0.0
Corporation of the City of Welland	6	6	6	100.0	100.0	0	0.0
County of Bruce	6	6	6	100.0	100.0	0	0.0
Corporation of the County of Essex	6	6	6	100.0	100.0	0	0.0
Town of Huntsville	6	6	6	100.0	100.0	0	0.0
City of Port Colborne	6	6	6	100.0	100.0	0	0.0
Township of Woolwich	6	6	6	100.0	100.0	0	0.0
The Corporation of the Township of Bonfield	6	6	6	100.0	100.0	0	0.0
County of Hastings	6	6	6	100.0	100.0	0	0.0
Corporation of the County of Prince Edward	6	6	6	100.0	100.0	0	0.0
Township of Tay	6	6	5	83.3	100.0	0	0.0
City of Sarnia	6	6	5	83.3	83.3	0	0.0
The Corporation of the Township of Seguin	6	6	4	66.7	100.0	0	0.0
Town of Pelham	10	5	4	80.0	100.0	0	0.0
The Corporation of the Town of Kingsville	5	5	5	100.0	100.0	0	0.0
Town of East Gwillimbury	5	5	5	100.0	100.0	0	0.0
Corporation Township of Hamilton	5	5	5	100.0	100.0	0	0.0
The Corporation of the Township of Lanark Highlands	5	5	5	100.0	100.0	0	0.0
Township of South Dundas	5	5	4	80.0	100.0	0	0.0
Corporation of the Town of Essex	5	5	4	80.0	80.0	0	0.0
The Corporation of the Township of Clearview	6	4	4	100.0	100.0	0	0.0
Township of Oro-Medonte	5	4	3	75.0	100.0	0	0.0
Corporation of the City of Dryden	5	4	3	75.0	100.0	0	0.0
Township of Cavan Monaghan	5	4	2	50.0	0.0	0	0.0
The Corporation of the Town of Bracebridge	4	4	4	100.0	100.0	0	0.0
Town of Carleton Place	4	4	4	100.0	100.0	1	25.0

# Response Rate Compliance – Municipal

## Municipalities (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Corporation of the City of Orillia	4	4	4	100.0	100.0	0	0.0
Municipality of Powassan	4	4	4	100.0	100.0	0	0.0
County of Huron	4	4	4	100.0	100.0	0	0.0
Wellington County Museum & Archives	4	4	4	100.0	100.0	0	0.0
Municipality of Hastings Highlands	4	4	4	100.0	100.0	0	0.0
Town of Cobourg	4	4	3	75.0	100.0	0	0.0
Town of the Blue Mountains	4	4	3	75.0	100.0	0	0.0
City of Thorold	4	4	2	50.0	75.0	0	0.0
The Corporation of the Town of Minto	0	4	4	100.0	75.0	0	0.0
United Counties of Leeds & Grenville	4	3	3	100.0	100.0	0	0.0
Municipality of Grey Highlands	3	3	3	100.0	100.0	0	0.0
Corporation of the Municipality of Greenstone	3	3	3	100.0	100.0	0	0.0
The Corporation of the Town of Midland	3	3	3	100.0	100.0	0	0.0
Township of Alfred & Plantagenet	3	3	3	100.0	100.0	0	0.0
Town of Smiths Falls	3	3	3	100.0	100.0	0	0.0
Township of North Kawartha	3	3	3	100.0	100.0	0	0.0
Municipality of Lambton Shores	3	3	3	100.0	100.0	0	0.0
Town of Orangeville	3	3	3	100.0	100.0	0	0.0
City of Owen Sound	3	3	3	100.0	100.0	0	0.0
City of St. Thomas	3	3	3	100.0	100.0	0	0.0
The Corporation of the County of Peterborough	3	3	3	100.0	100.0	0	0.0
Township of Red Rock	3	3	3	100.0	100.0	0	0.0
Township of Wilmot	3	3	2	66.7	66.7	0	0.0
Municipality of Centre Hastings	3	3	2	66.7	66.7	0	0.0
Township of Huron-Kinloss	3	3	2	66.7	100.0	0	0.0
The Corporation of the City of Kenora	3	2	2	100.0	100.0	0	0.0
Town of Mississippi Mills	2	2	2	100.0	100.0	0	0.0
Township of Southwold	2	2	2	100.0	100.0	0	0.0
The Corporation of Loyalist Township	2	2	2	100.0	100.0	0	0.0
Township of Havelock-Belmont-Methuen	2	2	2	100.0	100.0	0	0.0
Township of Lake of the Woods	2	2	2	100.0	100.0	0	0.0
Town of Greater Napanee	2	2	2	100.0	100.0	0	0.0
Municipality of Middlesex Centre	2	2	2	100.0	100.0	0	0.0

# Response Rate Compliance – Municipal

## Municipalities (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Town of Lakeshore	2	2	2	100.0	100.0	0	0.0
Town of Whitchurch-Stouffville	2	2	2	100.0	100.0	0	0.0
County of Middlesex	2	2	2	100.0	100.0	0	0.0
County of Frontenac	2	2	2	100.0	100.0	0	0.0
Township of Elizabethtown-Kitley	2	2	2	100.0	100.0	0	0.0
Town of Arnprior	2	2	2	100.0	100.0	0	0.0
Township of Essa	2	2	2	100.0	100.0	0	0.0
The Corporation of the Township of Guelph/Eramosa	2	2	2	100.0	100.0	0	0.0
Municipality of Wawa	2	2	2	100.0	100.0	0	0.0
Municipality of North Grenville	2	2	2	100.0	100.0	0	0.0
Corporation of the Township of Brock	2	2	2	100.0	50.0	0	0.0
Town of Hearst	2	2	1	50.0	100.0	0	0.0
Township of Perth East	2	2	0	0.0	100.0	2	100.0
Township of Brooke-Alvinston	2	2	0	0.0	0.0	0	0.0
Township of Muskoka Lakes	3	1	1	100.0	100.0	0	0.0
Town of Saugeen Shores	2	1	1	100.0	100.0	0	0.0
Township of Greater Madawaska	2	1	1	100.0	100.0	0	0.0
Municipality of Sioux Lookout	2	1	1	100.0	100.0	0	0.0
Township of Severn	2	1	1	100.0	100.0	0	0.0
Township of Gillies	1	1	1	100.0	100.0	0	0.0
Township of East Zorra-Tavistock	1	1	1	100.0	100.0	0	0.0
Town of Kapuskasing	1	1	1	100.0	100.0	0	0.0
Township of McNab/Braeside	1	1	1	100.0	100.0	0	0.0
Township of Edwardsburg/Cardinal	1	1	1	100.0	100.0	0	0.0
The Corporation of the Town of Grimsby	1	1	1	100.0	100.0	0	0.0
Township of Black River-Matheson	1	1	1	100.0	100.0	0	0.0
Township of Carling	1	1	1	100.0	100.0	0	0.0
Township of Georgian Bluffs	1	1	1	100.0	100.0	0	0.0
The Corporation of the Municipality of Brockton	1	1	1	100.0	100.0	0	0.0
Town of South Bruce Peninsula	1	1	1	100.0	100.0	0	0.0
Township of McKellar	1	1	1	100.0	100.0	0	0.0
Township of Southgate	1	1	1	100.0	100.0	0	0.0
Township of Central Frontenac	1	1	1	100.0	100.0	0	0.0

# Response Rate Compliance – Municipal

## Municipalities (continued)

	Requests Received	Requests Completed	Within 30 Days		Extended Compliance *	Over 90 Days	
			No.	%	%	No.	%
Township of Stirling-Rawdon	1	1	1	100.0	100.0	0	0.0
Township of North Dundas	1	1	1	100.0	100.0	0	0.0
Township of Alnwick/Haldimand	1	1	1	100.0	100.0	0	0.0
Town of Atikokan	1	1	1	100.0	100.0	0	0.0
Township of Billings	1	1	1	0.0	0.0	0	0.0
Corporation of the Township of Howick	1	1	1	0.0	0.0	0	0.0
The Municipality of Huron Shores	1	1	1	0.0	0.0	0	0.0
Municipality of South Huron	1	1	1	0.0	0.0	0	0.0
Separated Town of St. Marys	1	1	1	0.0	0.0	0	0.0
Town of Tecumseh	1	1	1	0.0	0.0	0	0.0
Municipality of Trent Hills	1	1	1	0.0	0.0	0	0.0
Township of Centre Wellington	1	1	1	0.0	0.0	0	0.0
Township of North Dumfries	1	1	1	0.0	0.0	0	0.0
Township of West Lincoln	1	1	1	0.0	0.0	0	0.0
Municipality of West Elgin	1	1	1	0.0	0.0	0	0.0
Corporation of the Municipality of Tweed	1	1	0	0.0	0.0	0	0.0
Corporation of the Township of Ear Falls	1	1	0	0.0	0.0	0	0.0
The Corporation of the Township of Nairn and Hyman	1	1	0	0.0	0.0	0	0.0
The Corporation of the Municipality of Red Lake	1	1	0	0.0	0.0	0	0.0
Municipality of St. Charles	1	1	0	0.0	0.0	0	0.0
The Corporation of the Municipality of Kincardine	1	1	0	0.0	0.0	1	0.0
City of Temiskaming Shores	1	1	0	0.0	0.0	1	0.0
County of Elgin	1	1	0	0.0	0.0	0	0.0
Town of Deep River	1	1	0	0.0	0.0	0	0.0
Municipality of Bayham	0	1	1	0.0	0.0	0	0.0
Town of Marathon	0	1	1	0.0	0.0	0	0.0
Town of Melancthon	0	1	1	0.0	0.0	0	0.0
United Counties of Prescott & Russell	1	0	0	0.0	0.0	0	0.0
<b>Total</b>	<b>9,648</b>	<b>9,573</b>	<b>8,741</b>	<b>91.3</b>	<b>93.3</b>	<b>98</b>	<b>1.0</b>

\* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

## Summary of Appeals: 2010 vs 2009

	2010 General Records Appeals			2010 Personal Information Appeals			2010 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	328	306	634	121	222	343	449	528	977
Closed	257	302	559	139	218	357	396	520	916

	2009 General Records Appeals			2009 Personal Information Appeals			2009 Total Appeals		
	Provincial	Municipal	Total	Provincial	Municipal	Total	Provincial	Municipal	Total
Opened	367	280	647	164	189	353	531	469	1000
Closed	385	302	687	151	178	329	536	480	1016

## General Records

### Issues in General Records Appeals Opened

	Provincial	%	Municipal	%	Total	%
Exemptions Only	105	32.0	130	42.5	235	37.1
Third Party	85	25.9	17	5.6	102	16.1
Reasonable Search	34	10.4	32	10.5	66	10.4
Deemed Refusal	29	8.8	31	10.1	60	9.5
Other	14	4.3	27	8.8	41	6.5
Exemptions with Other Issues	15	4.6	24	7.8	39	6.2
Interim Decision	18	5.5	13	4.2	31	4.9
Act Does Not Apply	8	2.4	13	4.2	21	3.3
Time Extension	6	1.8	8	2.6	14	2.2
Fee and Fee Waiver	5	1.5	4	1.3	9	1.4
Failure to Disclose	6	1.8	0	0.0	6	0.9
Custody or Control	2	0.6	2	0.7	4	0.6
Fee	0	0.0	4	1.3	4	0.6
Transfer	1	0.3	1	0.3	2	0.3
<b>Total</b>	<b>328</b>	<b>100.0</b>	<b>306</b>	<b>100.0</b>	<b>634</b>	<b>100.0</b>

# FOI Appeals

## General Records

### Types of Appellants in General Records Appeals Opened

	Provincial	%	Municipal	%	Total	%
Individual	190	57.9	239	78.1	429	67.7
Business	89	27.1	44	14.4	133	21.0
Media	14	4.3	15	4.9	29	4.6
Politician	16	4.9	3	1.0	19	3.0
Association/Group	12	3.7	3	1.0	15	2.4
Government	7	2.1	1	0.3	8	1.3
Union	0	0.0	1	0.3	1	0.2
<b>Total</b>	<b>328</b>	<b>100.0</b>	<b>306</b>	<b>100.0</b>	<b>634</b>	<b>100.0</b>

### Number of General Records Appeals Closed other than by Order, listed by Outcome

	Provincial	%	Municipal	%	Total	%
Mediated in Full	148	74.7	168	69.4	316	71.8
Withdrawn	27	13.6	47	19.4	74	16.8
Screened Out	15	7.6	13	5.4	28	6.4
Abandoned	6	3.0	12	5.0	18	4.1
Dismissed Without Inquiry/Review/Order	1	0.5	2	0.8	3	0.7
Court Order*	1	0.5	0	0.0	1	0.2
<b>Total</b>	<b>198</b>	<b>100.0</b>	<b>242</b>	<b>100.0</b>	<b>440</b>	<b>100.0</b>

\*PA08-92 closed by Court Order

### Number of General Records Appeals Closed by Order, listed by Order Outcome

	Provincial	%	Municipal	%	Total	%
Head's Decision Partially Upheld	27	46.6	23	37.7	50	42.0
Head's Decision Upheld	22	37.9	21	34.4	43	36.1
Head's Decision Not Upheld	7	12.1	12	19.7	19	16.0
Other	1	1.7	5	8.2	6	5.0
Reconsideration - Decision Not Varied	1	1.7	0	0.0	1	0.8
<b>Total</b>	<b>58</b>	<b>100.0</b>	<b>61</b>	<b>100.0</b>	<b>119</b>	<b>100.0</b>

## General Records

## Outcome of General Records Appeals, by Stage Closed

	Intake	%	Mediation	%	Adjudication	%	Total	%
Mediated in Full	87	49.4	226	95.0	3	0.5	316	56.5
Order Issued	3	1.7	1	0.4	115	20.6	119	21.3
Withdrawn	54	30.7	5	2.1	15	2.7	74	13.2
Screened Out	28	15.9	0	0.0	0	0.0	28	5.0
Abandoned	4	2.3	6	2.5	8	1.4	18	3.2
Dismissed Without Inquiry/Re-view/Order	0	0.0	0	0.0	3	0.5	3	0.5
Court Order	0	0.0	0	0.0	1	0.2	1	0.2
<b>Total</b>	<b>176</b>	<b>100.0</b>	<b>238</b>	<b>100.0</b>	<b>145</b>	<b>100.0</b>	<b>559</b>	<b>100.0</b>

## Appeals of Provincial Ministry Decisions Regarding FOI General Records Requests

Ministry	No.	%
Ministry of Health and Long-Term Care	104	46.0
Ministry of Community Safety and Correctional Services	28	12.4
Ministry of the Environment	14	6.2
Ministry of the Attorney General	13	5.8
Ministry of Government Services	12	5.3
Ministry of Natural Resources	9	4.0
Ministry of Transportation	7	3.1
Ministry of Finance	5	2.2
Ministry of Training, Colleges and Universities	5	2.2
Ministry of Children and Youth Services	4	1.8
Ministry of Education	4	1.8
Ministry of Energy	4	1.8
Ministry of Labour	4	1.8
Ministry of Consumer Services	3	1.3
Ministry of Agriculture, Food and Rural Affairs	2	0.9
Ministry of Community and Social Services	2	0.9
Ministry of Revenue	2	0.9
Ministry of Aboriginal Affairs	1	0.4
Ministry of Culture	1	0.4
Ministry of Economic Development and Trade	1	0.4
Ministry of Tourism	1	0.4
<b>Total</b>	<b>226</b>	<b>100.0</b>



# FOI Appeals

## General Records

### Appeals of Provincial Agencies Decisions Regarding FOI General Records Requests

Agency	No.	%
Ontario Power Authority	15	14.7
Ontario Lottery and Gaming Corporation	8	7.8
University of Ottawa	7	6.9
Archives of Ontario	6	5.9
York University	6	5.9
Alcohol and Gaming Commission	5	4.9
Financial Services Commission of Ontario	4	3.9
Infrastructure Ontario	4	3.9
Metrolinx	4	3.9
Carleton University	3	2.9
Liquor Control Board of Ontario	3	2.9
Ontario Power Generation	3	2.9
University of Toronto	3	2.9
Cabinet Office	2	2.0
Centennial College of Applied Arts and Technology	2	2.0
eHealth Ontario	2	2.0
Hamilton Niagara Haldimand Brant LHIN	2	2.0
Landlord and Tenant Board	2	2.0
Office of the Public Guardian and Trustee	2	2.0
OMERS Administration Corporation	2	2.0
Ontario Realty Corporation	2	2.0
University of Western Ontario	2	2.0
Brock University	1	1.0
Fanshawe College of Applied Arts and Technology	1	1.0
Higher Education Quality Council of Ontario	1	1.0
Hydro One	1	1.0
Lambton College of Applied Arts and Technology	1	1.0
Legal Aid Ontario	1	1.0
Mississauga Halton Local Health Integration Network	1	1.0
Ontario Human Rights Commission	1	1.0
Royal Ontario Museum	1	1.0
South West Local Health Integration Network	1	1.0
University of Windsor	1	1.0
Waterloo Wellington LHIN	1	1.0
Workplace Safety and Insurance Board	1	1.0
<b>Total</b>	<b>102</b>	<b>100.0</b>



## General Records

## Appeals of Municipal Police Services Decisions Regarding FOI General Records Requests

Police Service	No.	%
Toronto Police Services Board	26	38.2
Halton Regional Police Services Board	8	11.8
Peel Regional Police Services Board	6	8.8
Ottawa Police Services Board	5	7.4
Hamilton Police Services Board	4	5.9
London Police Services Board	3	4.4
The Greater Sudbury Police Services Board	3	4.4
Brantford Police Services Board	2	2.9
Orangeville Police Services Board	2	2.9
York Regional Police Services Board	2	2.9
Chatham-Kent Police Services Board	1	1.5
Kingston Police Services Board	1	1.5
Niagara Regional Police Services Board	1	1.5
Pembroke Police Services Board	1	1.5
Peterborough Lakefield Community Police Services Board	1	1.5
Shelburne Police Services Board	1	1.5
Windsor Police Services Board	1	1.5
<b>Total</b>	<b>68</b>	<b>100.0</b>

## Appeals of School Boards Decisions Regarding FOI General Records Requests

School Board	No.	%
Algonquin and Lakeshore Catholic District School Board	5	20.8
Durham Catholic District School Board	1	4.2
Durham District School Board	1	4.2
Greater Essex County District School Board	1	4.2
Hamilton-Wentworth District School Board	4	16.7
Ottawa-Carleton District School Board	1	4.2
Peel District School Board	1	4.2
Thames Valley District School Board	5	20.8
Toronto Catholic District School Board	3	12.5
York Catholic District School Board	1	4.2
York Region District School Board	1	4.2
<b>Total</b>	<b>24</b>	<b>100.0</b>

## General Records

## Appeals of Municipal Decisions Regarding FOI General Records Requests

Municipality	No.	%
City of Toronto	38	20.5
City of Ottawa	11	5.9
City of Greater Sudbury	9	4.9
City of Vaughan	8	4.3
City of Hamilton	6	3.2
City of Mississauga	5	2.7
City of Guelph	4	2.2
City of Kawartha Lakes	4	2.2
City of Windsor	4	2.2
Municipality of Centre Hastings	4	2.2
Municipality of Chatham-Kent	3	1.6
Regional Municipality of Niagara	3	1.6
Regional Municipality of York	3	1.6
Town of Gravenhurst	3	1.6
Town of Oakville	3	1.6
Town of Penetanguishene	3	1.6
City of Brampton	2	1.1
City of Cambridge	2	1.1
City of Kingston	2	1.1
City of Brantford	2	1.1
Municipality of Clarington	2	1.1
Municipality of Meaford	2	1.1
Municipality of North Grenville	2	1.1
Town of Markham	2	1.1
Town of Aurora	2	1.1
Town of Collingwood	2	1.1
Town of Fort Erie	2	1.1
Township of Athens	2	1.1
Township of Hamilton	2	1.1
Township of Madawaska Valley	2	1.1
Township of Perth East	2	1.1
Township of Russell	2	1.1

## General Records

## Appeals of Municipal Decisions Regarding FOI General Records Requests (continued)

Municipality	No.	%
Township of Uxbridge	2	1.1
City of Belleville	1	0.5
City of Brockville	1	0.5
City of North Bay	1	0.5
City of Pickering	1	0.5
City of Sault Ste. Marie	1	0.5
City of St. Catharines	1	0.5
City of Pembroke	1	0.5
Town of Prescott	1	0.5
Township of Otonabee-South Monaghan	1	0.5
County of Bruce	1	0.5
County of Wellington	1	0.5
Municipality of North Perth	1	0.5
Municipality of Port Hope	1	0.5
Municipality of Sioux Lookout	1	0.5
Municipality of Trent Hills	1	0.5
Regional Municipality of Peel	1	0.5
Regional Municipality of Waterloo	1	0.5
City of Temiskaming Shores	1	0.5
City of Barrie	1	0.5
Township of Prince	1	0.5
Township of Asphodel-Norwood	1	0.5
Township of Greater Madawaska	1	0.5
Town of Amherstburg	1	0.5
Town of Caledon	1	0.5
Town of Carleton Place	1	0.5
Town of Cochrane	1	0.5
Town of Deep River	1	0.5
Town of East Gwillimbury	1	0.5
Town of Halton Hills	1	0.5
Town of LaSalle	1	0.5
Town of Midland	1	0.5

# FOI Appeals

## General Records

### Appeals of Municipal Decisions Regarding FOI General Records Requests (continued)

Municipality	No.	%
Town of Richmond Hill	1	0.5
Township of Champlain	1	0.5
Township of East Ferris	1	0.5
Township of Minden Hills	1	0.5
Township of Oro-Medonte	1	0.5
Township of South Dundas	1	0.5
Township of South Stormont	1	0.5
Township of Springwater	1	0.5
United Counties of Prescott and Russell	1	0.5
<b>Total</b>	<b>185</b>	<b>100.0</b>

### Appeals of Decisions of Other Types of Municipal Institutions Regarding General Records Requests

Institution	No.	%
Algoma Public Health	6	20.7
Municipal Property Assessment Corporation	5	17.2
Timiskaming Health Unit	2	6.9
Hastings & Prince Edward Counties Health Unit	2	6.9
City Housing, Hamilton	1	3.4
Exhibition Place	1	3.4
Fort Erie Economic Development Corporation	1	3.4
Local Services Board of Britt-Byng Inlet	1	3.4
London Hydro	1	3.4
NGPR Transport Board	1	3.4
Ottawa Community Housing	1	3.4
Ottawa Public Library	1	3.4
Renfrew County Joint Transportation Consortium	1	3.4
Toronto and Region Conservation Authority	1	3.4
Toronto Community Housing Corporation	1	3.4
Toronto Parking Authority	1	3.4
Wellington-Dufferin-Guelph Public Health Department	1	3.4
Windsor Utilities Commission	1	3.4
<b>Total</b>	<b>29</b>	<b>100.0</b>

## General Records

## Deemed Refusal Appeals Filed Against Provincial Organizations Regarding FOI Requests for General Records

Organization	No.	%
Ministry of Health and Long-Term Care	13	44.8
Ministry of Community Safety and Correctional Services	4	13.8
Metrolinx	3	10.3
Ministry of Children and Youth Services	1	3.4
Infrastructure Ontario	1	3.4
Landlord and Tenant Board	1	3.4
Ministry of Consumer Services	1	3.4
Ministry of Energy	1	3.4
Ministry of Finance	1	3.4
Ministry of Environment	1	3.4
Ontario Power Authority	1	3.4
University of Ottawa	1	3.4
<b>Total</b>	<b>29</b>	<b>100.0</b>

## Deemed Refusal Appeals Filed Against Municipal Organizations Regarding FOI Request for General Records

Organization	No.	%
City of Greater Sudbury	5	16.1
Toronto Police Services Board	4	12.9
Algoma Public Health	2	6.5
City of Toronto	2	6.5
London Police Services Board	2	6.5
Municipality of Centre Hastings	2	6.5
Brantford Police Services Board	1	3.2
City of Hamilton	1	3.2
City of Kawartha Lakes	1	3.2
City of Mississauga	1	3.2
Hastings & Prince Edward Counties Health Unit	1	3.2
Local Services Board of Britt-Byng Inlet	1	3.2
Municipal Property Assessment Corporation	1	3.2
Municipality of Chatham-Kent	1	3.2
Municipality of North Grenville	1	3.2

# FOI Appeals

## General Records

### Deemed Refusal Appeals Filed Against Municipal Organizations Regarding FOI Request for General Records (continued)

Organization	No.	%
The Corporation of th Town of Markham	1	3.2
Timiskaming Health Unit	1	3.2
Town of Collingwood	1	3.2
Township of Athens	1	3.2
United Counties of Prescott and Russell	1	3.2
<b>Total</b>	<b>31</b>	<b>100.0</b>

### General Records Appeals Opened, listed by Representative Type

Appellants Representing Themselves	No.	%
Individual	354	73.6
Business	65	13.5
Media	29	6.0
Politician	18	3.7
Association/Group	10	2.1
Government	5	1.0
<b>Total</b>	<b>481</b>	<b>100.0</b>

Agent	13	8.5
Lawyer	140	91.5
<b>Total</b>	<b>153</b>	<b>100.0</b>

### Mandatory Fees Collected by IPC for General Records Appeals Closed in 2010

Fees	Number of Appeals	Total
\$25.00	430	\$10,750.00
<b>Total</b>	<b>430</b>	<b>\$10,750.00</b>

## Personal Information

## Issues in Personal Information Appeals Opened

	Provincial	%	Municipal	%	Total	%
Exemptions Only	52	43.0	114	51.4	166	48.4
Reasonable Search	18	14.9	28	12.6	46	13.4
Act Does Not Apply	20	16.5	19	8.6	39	11.4
Exemptions with Other Issues	12	9.9	18	8.1	30	8.7
Other	9	7.4	18	8.1	27	7.9
Deemed Refusal	6	5.0	16	7.2	22	6.4
Correction	1	0.8	6	2.7	7	2.0
Fee	0	0.0	2	0.9	2	0.6
Time Extension	2	1.7	0	0.0	2	0.6
Interim Decision	0	0.0	1	0.5	1	0.3
Third Party	1	0.8	0	0.0	1	0.3
<b>Total</b>	<b>121</b>	<b>100.0</b>	<b>222</b>	<b>100.0</b>	<b>343</b>	<b>100.0</b>

## Types of Appellants in Personal Information Appeals Opened

	Provincial	%	Municipal	%	Total	%
Individual	118	36.0	220	71.9	338	53.3
Business	2	0.6	1	0.3	3	0.5
Academic/Researcher	1	0.3	0	0.0	1	0.2
Media	0	0.0	1	0.3	1	0.2
<b>Total</b>	<b>121</b>	<b>36.9</b>	<b>222</b>	<b>72.5</b>	<b>343</b>	<b>54.1</b>

## Number of Personal Information Appeals Closed other than by Order, by Outcome

	Provincial	%	Municipal	%	Total	%
Mediation in Full	61	56.0	128	68.4	189	63.9
Withdrawn	24	22.0	27	14.4	51	17.2
Screened Out	14	12.8	23	12.3	37	12.5
Abandoned	8	7.3	8	4.3	16	5.4
Dismissed Without Inquiry/Review	2	1.8	1	0.5	3	1.0
<b>Total</b>	<b>109</b>	<b>100.0</b>	<b>187</b>	<b>100.0</b>	<b>296</b>	<b>100.0</b>

## Personal Information

### Number of Personal Information Appeals Closed by Order, by Order Outcome

	Provincial Orders	%	Municipal Orders	%	Total Orders	%
Head's decision not upheld	0	0.0	5	16.1	5	8.2
Head's decision partially upheld	14	46.7	7	22.6	21	34.4
Head's decision upheld	15	50.0	19	61.3	34	55.7
Other	1	3.3	0	0.0	1	1.6
<b>Total</b>	<b>30</b>	<b>100.0</b>	<b>31</b>	<b>100.0</b>	<b>61</b>	<b>100.0</b>

### Appeals of Provincial Ministry Decisions Regarding FOI Requests for Personal Information Records

Ministry	No.	%
Ministry of Community Safety and Correctional Services	73	76.8
Ministry of the Attorney General	7	7.4
Ministry of Community and Social Services	5	5.3
Ministry of Transportation	3	3.2
Ministry of Children and Youth Services	2	2.1
Ministry of Education	1	1.1
Ministry of Finance	1	1.1
Ministry of Revenue	1	1.1
Ministry of Natural Resources	1	1.1
Ministry of Health and Long-Term Care	1	1.1
<b>Total</b>	<b>95</b>	<b>100.0</b>

### Appeals of Provincial Agency Decisions Regarding FOI Requests for Personal Information Records

Agency	No.	%
University of Ottawa	5	19.2
Archives of Ontario	4	15.4
Legal Aid Ontario	3	11.5
University of Western Ontario	2	7.7
Workplace Safety and Insurance Board	2	7.7



## Personal Information

## Appeals of Provincial Agency Decisions regarding FOI Requests for Personal Information Record (continued)

Agency	No.	%
Alcohol and Gaming Commission of Ontario	1	3.8
Carleton University	1	3.8
Financial Services Commission of Ontario	1	3.8
Health Professions Appeal and Review Board	1	3.8
Human Rights Legal Support Centre	1	3.8
London & Middlesex Housing Authority	1	3.8
Ontario Human Rights Commission	1	3.8
Queen's University	1	3.8
University of Toronto	1	3.8
York University	1	3.8
<b>Total</b>	<b>26</b>	<b>100.0</b>

## Appeals of Decisions by Police Services Regarding FOI Requests for Personal Information Records

Police Service	No.	%
Toronto Police Services Board	51	32.1
Peel Regional Police Services Board	20	12.6
Halton Regional Police Services Board	18	11.3
Ottawa Police Services Board	13	8.2
Niagara Regional Police Services Board	8	5.0
York Regional Police Services Board	8	5.0
Hamilton Police Services Board	6	3.8
Durham Regional Police Services Board	4	2.5
Brantford Police Services Board	3	1.9
London Police Services Board	3	1.9
Waterloo Regional Police Services Board	3	1.9
Barrie Police Services Board	2	1.3
Chatham-Kent Police Services Board	2	1.3
City of Kawartha Lakes Police Services	2	1.3
Hanover Police Services Board	2	1.3
Kingston Police Services Board	2	1.3
LaSalle Police Services Board	2	1.3

## Personal Information

### Appeals of Decisions by Police Services regarding FOI Requests for Personal Information Records (continued)

Police Service	No.	%
North Bay Police Services Board	2	1.3
Thunder Bay Police Services Board	2	1.3
Windsor Police Services Board	2	1.3
Orangeville Police Services Board	1	0.6
Sault Ste. Marie Police Services Board	1	0.6
South Simcoe Police Services Board	1	0.6
The Greater Sudbury Police Services Board	1	0.6
<b>Total</b>	<b>159</b>	<b>100.0</b>

### Appeals of Municipal Decisions Regarding FOI Requests for Personal Information Records

Municipality	No.	%
City of Toronto	5	15.6
City of Greater Sudbury	3	9.4
Town of Gravenhurst	3	9.4
Regional Municipality of Waterloo	2	6.3
City of Brampton	1	3.1
City of Brockville	1	3.1
City of Burlington	1	3.1
City of Kingston	1	3.1
City of Mississauga	1	3.1
City of Ottawa	1	3.1
City of Sault Ste. Marie	1	3.1
City of Vaughan	1	3.1
City of Windsor	1	3.1
County of Essex	1	3.1
Township of Lanark Highlands	1	3.1
County of Bruce	1	3.1
Haldimand County	1	3.1
Regional Municipality of Halton	1	3.1
Regional Municipality of Peel	1	3.1

## Personal Information

Municipality	No.	%
Regional Municipality of York	1	3.1
Town of Carleton Place	1	3.1
Township of Elizabethtown-Kitley	1	3.1
United Counties of Leeds and Grenville	1	3.1
<b>Total</b>	<b>32</b>	<b>100.0</b>

### Appeals of School Board Decisions Regarding FOI Requests for Personal Information Records

School Board	No.	%
Ottawa-Carleton District School Board	3	23.1
Simcoe County District School Board	2	15.4
Thames Valley District School Board	2	15.4
Algonquin and Lakeshore Catholic District School Board	1	7.7
Greater Essex County District School Board	2	7.7
Ottawa-Carleton District School Board	1	7.7
Toronto District School Board	1	7.7
York Region District School Board	1	7.7
<b>Total</b>	<b>13</b>	<b>100.0</b>

### Appeals of Decisions by Other Types of Municipal Organizations Regarding FOI Requests for Personal Information

Organization	No.	%
Toronto Community Housing Corporation	8	44.4
Sudbury & District Health Unit	4	22.2
Legal Aid Ontario	1	5.6
Waterloo Public Library	1	5.6
Windsor Essex Community Housing Corporation	1	5.6
Toronto Hydro Corporation	1	5.6
Kingston & Frontenac Housing Corporation	1	5.6
London & Middlesex Housing Authority	1	5.6
<b>Total</b>	<b>18</b>	<b>100.0</b>

## Personal Information

## Deemed Refusal Appeals filed against Provincial Organizations Regarding FOI Requests for Personal Information Records

Organization	No.	%
Ministry of Community and Social Services	2	33.3
Ministry of Community Safety and Correctional Services	1	16.7
Ministry of the Attorney General	1	16.7
Ontario Human Rights Commission	1	16.7
Health Professions Appeal and Review Board	1	16.7
<b>Total</b>	<b>6</b>	<b>100.0</b>

## Deemed Refusal Appeals filed against Municipal Organizations Regarding FOI Requests for Personal Information Records

Organization	No.	%
Toronto Police Services Board	3	18.8
Brantford Police Services Board	1	6.3
City of Brockville	1	6.3
City of Toronto	1	6.3
Greater Essex County District School Board	1	6.3
Halton Regional Police Services Board	1	6.3
Halton Regional Police Services Board	1	6.3
Kingston Police Services Board	1	6.3
North Bay Police Services Board	1	6.3
Ottawa Police Services Board	1	6.3
Peel Regional Police Services Board	1	6.3
Simcoe County District School Board	1	6.3
Toronto Community Housing Corporation	1	6.3
Town of Gravenhurst	1	6.3
<b>Total</b>	<b>16</b>	<b>100.0</b>

## Personal Information

### Personal Information Appeals Opened, listed by Representative Type

Type	No.	%
Individual	251	98.4
Business	2	0.8
Academic/Researcher	1	0.4
Media	1	0.4
<b>Total</b>	<b>255</b>	<b>100.0</b>
Lawyer	73	28.6
Agent	15	5.9
<b>Total</b>	<b>88</b>	<b>100.0</b>

### Fees Collected Personal Information Appeals Closed in 2010

Fees	Number of Appeals	Total
\$10.00	336	\$3,360.00
<b>Total</b>	<b>366</b>	<b>\$3,360.00</b>

# Privacy Complaints

## Summary of Privacy Complaints – 2010

	2009 Privacy Complaints				2010 Privacy Complaints			
	Provincial	Municipal	Non-jurisdictional	Total	Provincial	Municipal	Non-jurisdictional	Total
Opened	120	144	0	264	127	125	0	252
Closed	101	126	0	227	130	137	0	267

## Number of Privacy Complaints Closed 2001-2010

Year	Provincial	Municipal	Non-jurisdictional	Total
2010	130	137	0	267
2009	101	126	0	227
2008	110	119	3	232
2007	129	89	4	222
2006	82	55	0	137
2005	52	43	2	97
2004	74	41	11	126
2003	66	60	2	128
2002	54	38	7	99
2001	64	29	6	99

## Privacy Complaints Closed, by Type of Resolution

	Provincial	%	Municipal	%	Total	%
Resolved	94	72.3	88	64.2	182	68.2
Withdrawn	10	7.7	15	10.9	25	9.4
Screened Out	17	13.1	22	16.1	39	14.6
Report	4	3.1	8	5.8	12	4.5
Abandoned	5	3.8	4	2.9	9	3.4
<b>Total</b>	<b>130</b>	<b>100.0</b>	<b>137</b>	<b>100.0</b>	<b>267</b>	<b>100.0</b>

## Source of Complaints

	Provincial	%	Municipal	%	Total	%
Individual	77	59.2	88	64.2	165	61.8
IPC Commissioner Initiated	6	4.6	6	4.4	12	4.5
Self-reported Breaches	47	36.2	43	31.4	90	33.7
<b>Total</b>	<b>130</b>	<b>100.0</b>	<b>137</b>	<b>100.0</b>	<b>267</b>	<b>100.0</b>

## Privacy Complaints, by Type of Resolution and Stage Closed

	Intake	%	Investigation	%	Total	%
Resolved	179	71.3	3	18.8	182	68.2
Screened Out	39	15.5	0	0.0	39	14.6
Withdrawn	25	10.0	0	0.0	25	9.4
Report	0	0.0	12	75.0	12	4.5
Abandoned	8	3.2	1	6.3	9	3.4
<b>Total</b>	<b>251</b>	<b>100.0</b>	<b>16</b>	<b>100.0</b>	<b>267</b>	<b>100.0</b>

## Issues\* In Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Disclosure	68	59.6	68	58.6	136	59.1
Security	19	16.7	12	10.3	31	13.5
Collection	15	13.2	15	12.9	30	13.0
General Privacy Issue	0	0.0	7	6.0	7	3.0
Retention	2	1.8	5	4.3	7	3.0
Use	3	2.6	1	0.9	4	1.7
Consent	1	0.9	2	1.7	3	1.3
Notice of Collection	0	0.0	3	2.6	3	1.3
Personal Information	1	0.9	2	1.7	3	1.3
Accuracy	2	1.8	0	0.0	2	0.9
Access	1	0.9	0	0.0	1	0.4
Disposal	1	0.9	0	0.0	1	0.4
Manner of Collection	1	0.9	0	0.0	1	0.4
Section 53(3) – Labour Relations or Employment-related	0	0.0	1	0.9	1	0.9
<b>Total</b>	<b>114</b>	<b>100.0</b>	<b>116</b>	<b>100.0</b>	<b>230</b>	<b>100.0</b>

\* The number of issues does not equal the number of complaints closed, as some complaints may involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.

# Privacy Complaints

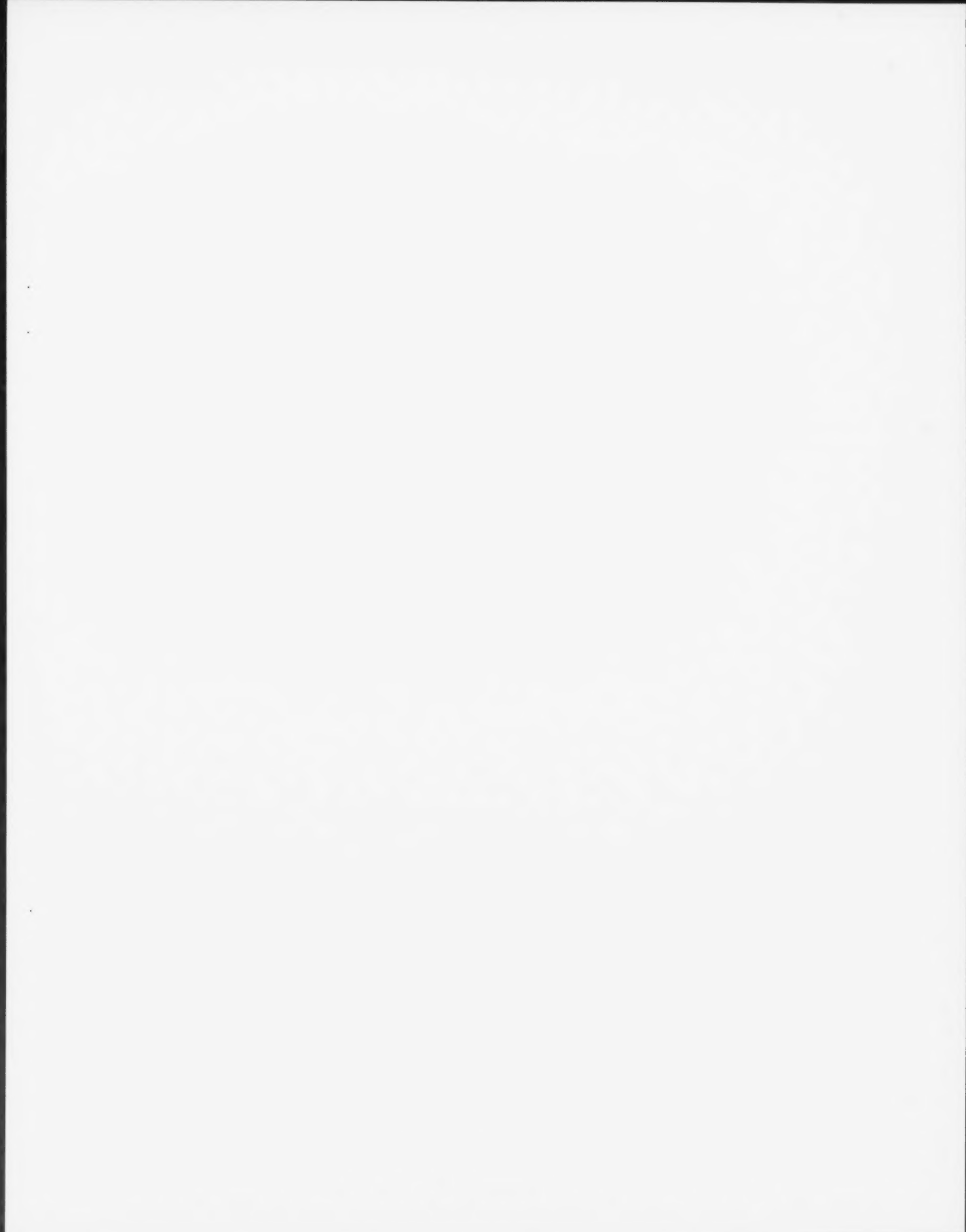
## Outcome of Issues\* in Privacy Complaints

	Provincial	%	Municipal	%	Total	%
Resolved - Finding Not Necessary	96	84.2	93	80.2	189	82.2
Act Does Not Apply	10	8.8	5	4.3	15	6.5
Complied in Full	3	2.6	12	10.3	15	6.5
Not Complied	4	3.5	5	4.3	9	3.9
Complied in Part	1	0.9	1	0.9	2	0.9
<b>Total</b>	<b>114</b>	<b>100.0</b>	<b>116</b>	<b>100.0</b>	<b>230</b>	<b>100.0</b>

\* The number of issues does not equal the number of complaints closed, as some complaints may involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included.

\* Note: Percentage figures in this report are rounded off, so percentage columns may not add up to 100.0%.





INFORMATION & PRIVACY  
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2010 ANNUAL REPORT

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